

### **REMARKS**

Claims 1-23 are pending in the application. Claims 1-23 stand rejected under 35 U.S.C. § 102(b) as being anticipated by U.S. Patent No. 5,802,161 issued to Svoronos et al. Applicants respectfully traverse. Applicants respectfully request reconsideration and full allowance of all pending claims.

Svoronos discloses ordering accounts for outbound contact attempts based upon the probability of achieving a right party contact.

Claim 1 recites, in part, “a contact update engine interfaced with the contact record database and operable to identify one or more contact records for update of the associated contact numbers based on one or more update factors.”

Claim 8 recites, in part, “selecting based on one or more update factors one or more of the identified contact records for updating of associated contact information.”

Claim 15 recites, in part, “a contact update engine interfaced with the contact record database and operable to select contact records to update associated contact numbers based on update factors.”

Svoronos cannot anticipate Claims 1, 8 and 15 because Svoronos fails to teach, disclose or suggest all elements recited by Claims 1, 8 and 15. For example, Svoronos fails to teach, disclose or suggest “a contact update engine interfaced with the contact record database and operable to identify one or more contact records for update of the associated contact numbers based on one or more update factors” as recited by Claim 1; “selecting based on one or more update factors one or more of the identified contact records for updating of associated contact information” as recited by Claim 8; and “a contact update engine interfaced with the contact record database and operable to select contact records to update associated contact numbers based on update factors” as recited by Claim 15. Svoronos discloses the ordering of accounts for outbound contacts based upon a probability of making a right party contact. Svoronos does not address the selection of accounts to update contact information based upon update factors.

Accordingly, Applicants respectfully request that the Examiner withdraw the rejections and allow all of pending Claims 1-23.

### **CONCLUSION**

In view of the remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the examiner is requested to telephone the undersigned.

The Commissioner is authorized to deduct any additional fees that may be necessary and to credit any overpayment to Deposit Account 502264.

I hereby certify that this correspondence is being electronically submitted to the COMMISSIONER FOR PATENTS via EFS on April 29, 2008.

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Respectfully submitted,

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